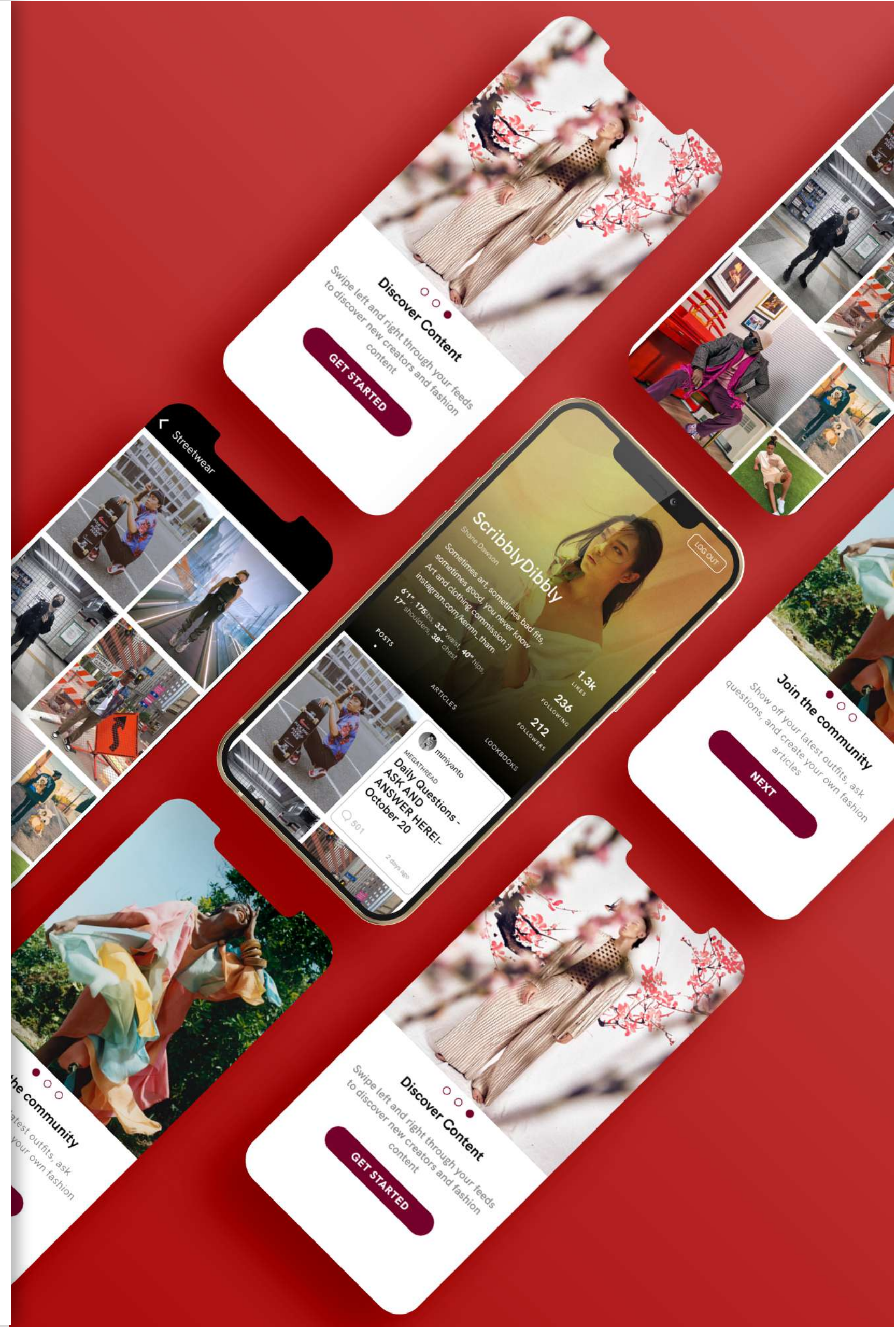


CASE STUDY

Modal

A fashion-centric social media app where users can learn from others, share their outfits and knowledge, and expand their fashion experience.

- Branding
- UX Research
- UX Design
- Visual Design
- Development



ABOUT MODAL

Modal is a social media app for **fashion beginners, enthusiasts, and experts** to learn, share, and explore fashion.

THE TEAM



Design



Business



Development

The team consisted of a UCLA graduate who was accepted into a UCLA incubator, and 2 engineers from Citadel. I acted as a **freelance designer** to craft the **UX experience** and the **visual brand** of the startup.

THE PROBLEM

Young people at UCLA were frequently saying there is no place to ask questions, find new looks, or find styles that they could expand to. They felt Reddit, Instagram, and Tiktok did not match their needs.

DESIGN APPROACH

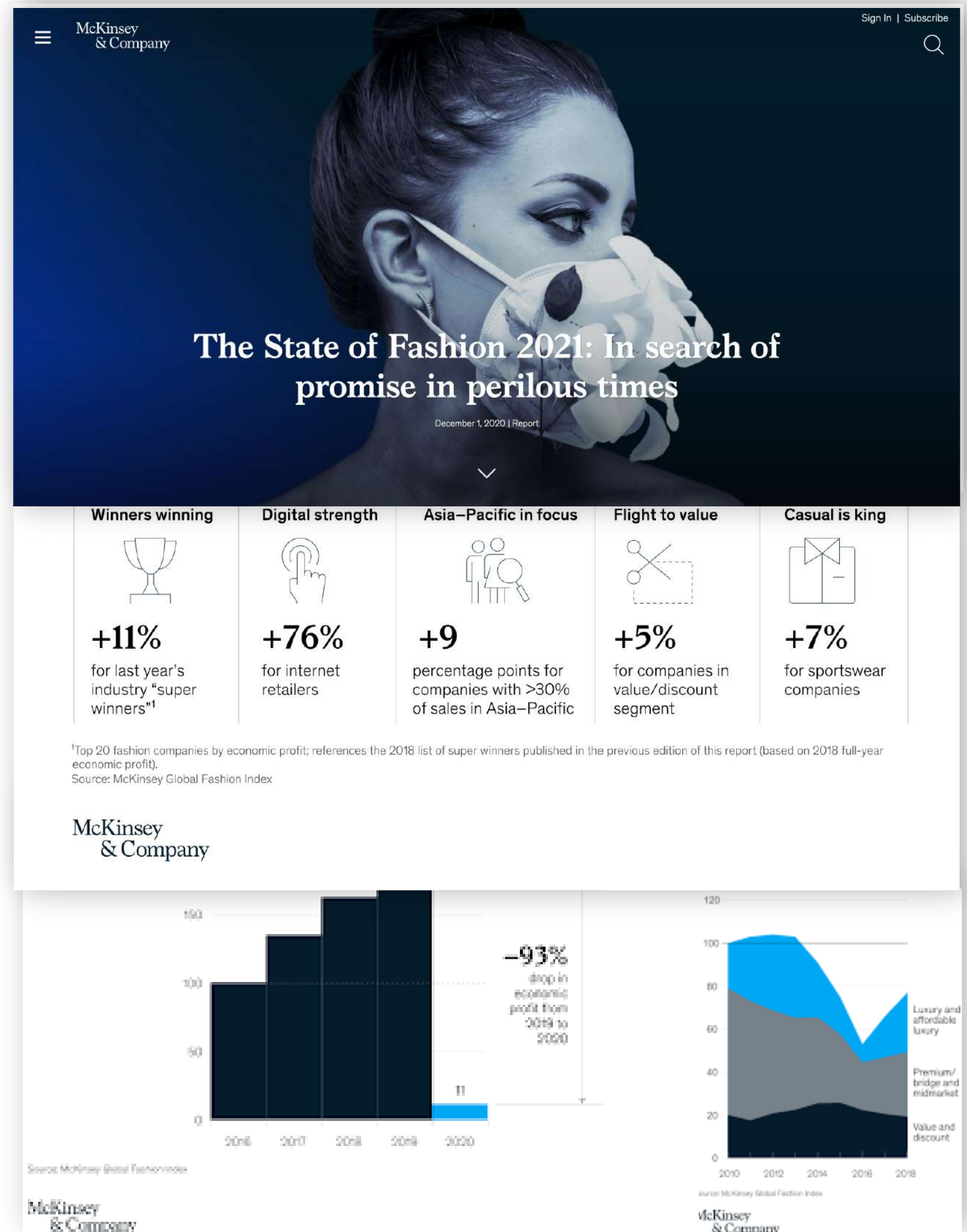
Perform **market analysis** and **interviews** to find out what the **business need** is. Narrow down who our **target audience** is.

Use **word exercises**, **mood boards**, and **competitive analysis** to craft our brand.

Iterate on design using **validation testing** to reach the ideal product.

QUANTITATIVE DATA

- What is the business need for Modal?
- How will the market change in 2021 as COVID-19 ends and how will we fit in?
- Who are the major audience groups in the market?
- What markets would be best to launch in?



QUALITATIVE DATA

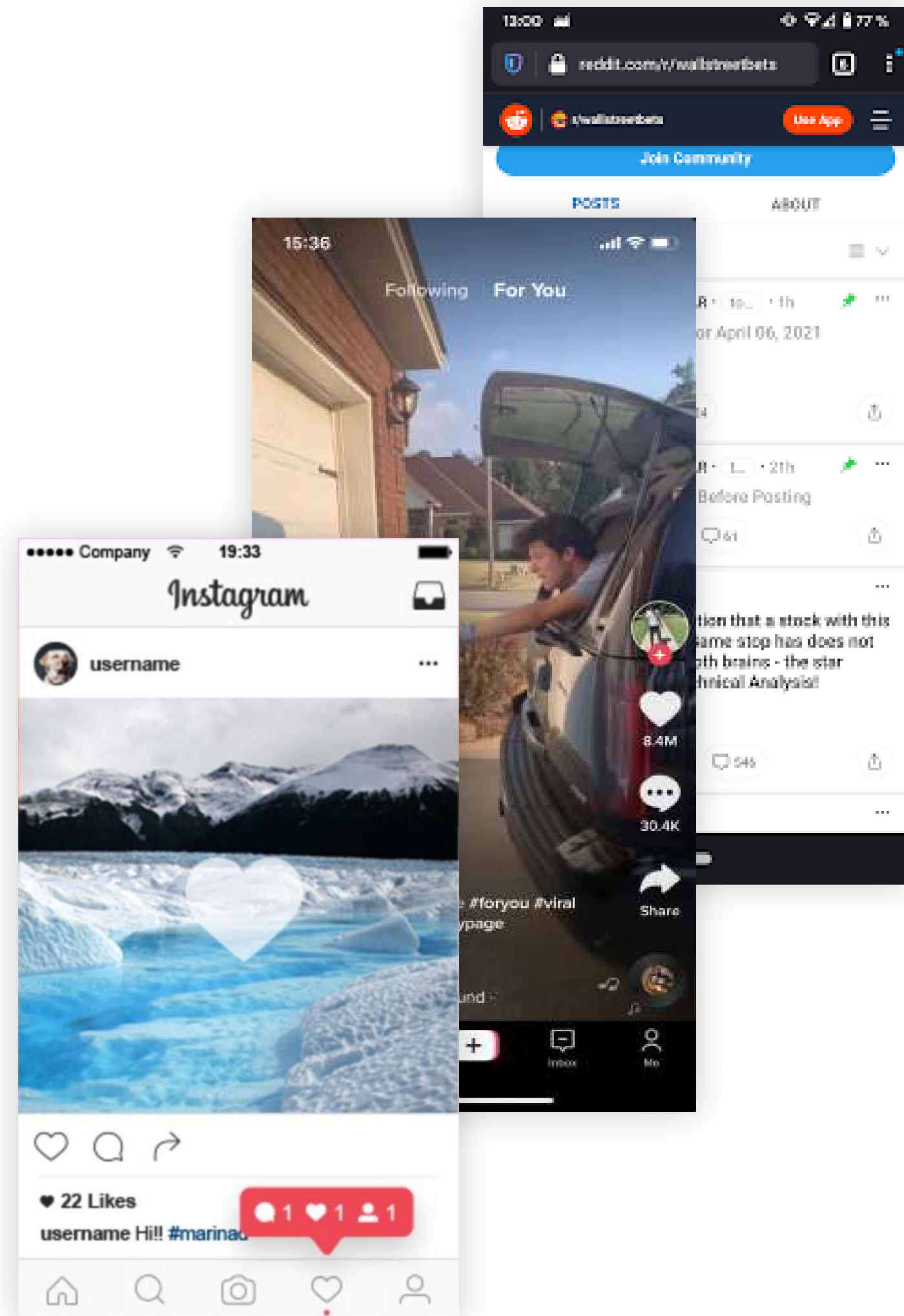
- What do you want out of a fashion-centric app?
- Why do Instagram, Reddit, and Tiktok not satisfy your needs?
- How often do you engage with fashion and what content?
- How experienced are you regarding fashion?



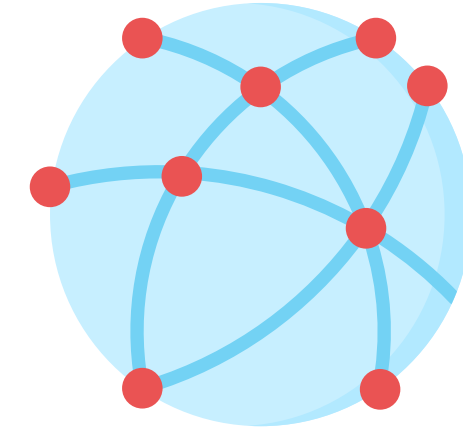
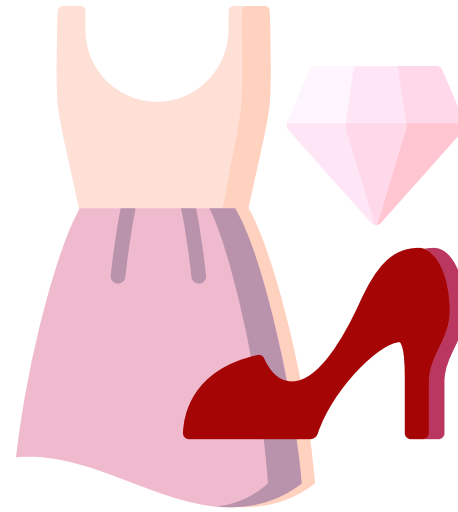
25 interviews spanning 14-56 years of age and 4 countries

COMPETITIVE ANALYSIS

- How do other social media apps display various post types?
- Why might this app not fit user needs?
- How does this app handle sharing posts?
- How conducive is this app for discussion or posting images?



INSIGHTS



Both text and images

Instagram and Tiktok heavily emphasize visual posts, such as images and video

Discussion is hard on Instagram and Tiktok due to being such visually centered apps

Domain specificity

Viewing other users' outfit posts is not useful without some user measurement metadata

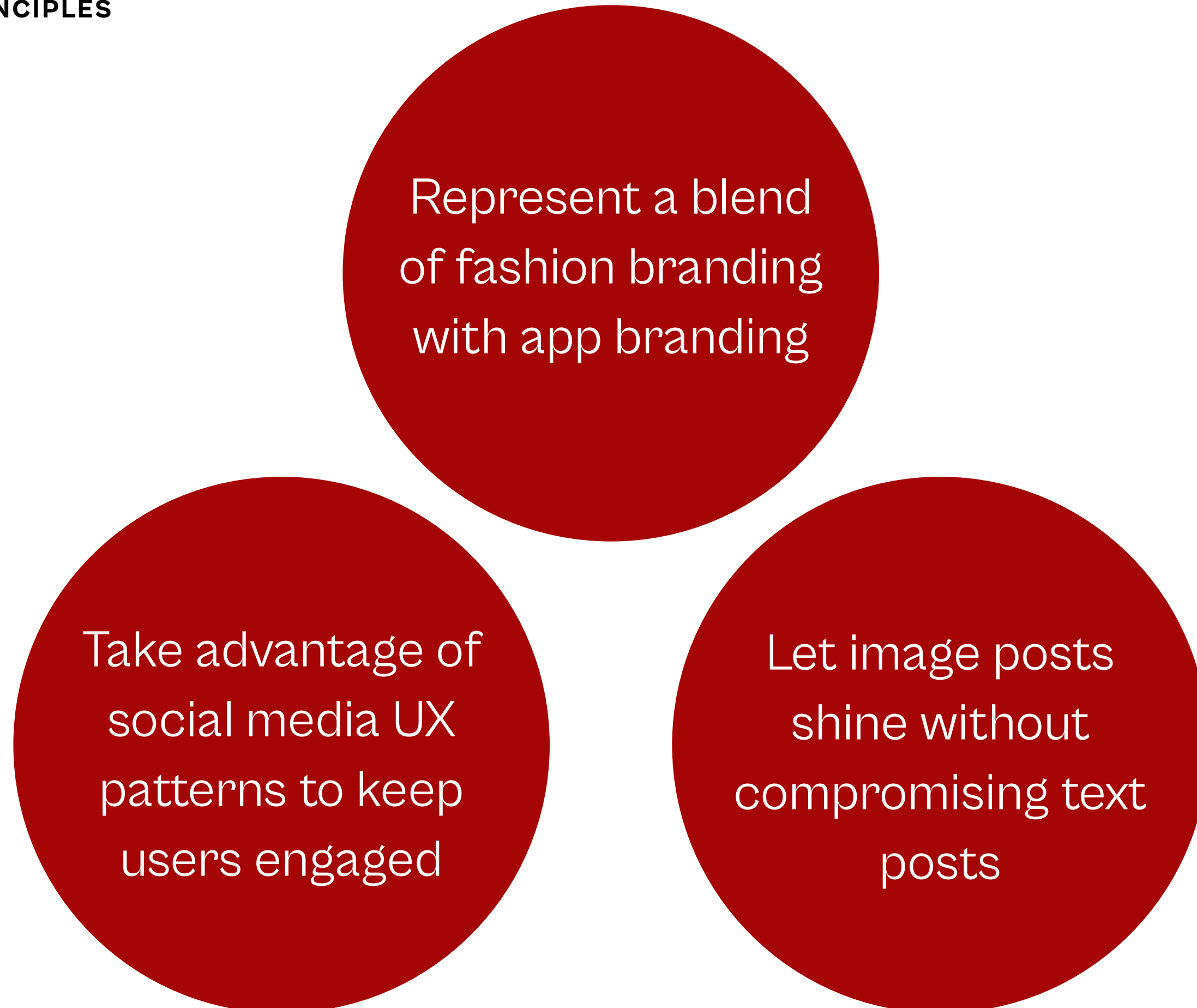
Reddit model where users in the group see all posts is not useful when users search within styles

Fashion is moving online

20-30% annual growth projected for digital fashion in 2021, stock prices have gone up 76% for internet retailers since 2020

Companies are cutting funding to stores and investing in digital

GUIDING PRINCIPLES



Guiding principles derived from insights to keep in mind going into the designing phase.

WORD EXERCISE

I worked with the team to come up with words that represent the brand that we want to have.

contemporary

human-centric

for everyone

stylish

Human-centric

Emphasis on images and imagery of humans, such as bodies and faces. This should be people who feel natural, but also refined.

Contemporary

Not limited to or too strongly reminiscent any time period, like Bauhaus, classic French fashion, Victorian, art deco, Gothic

For everyone

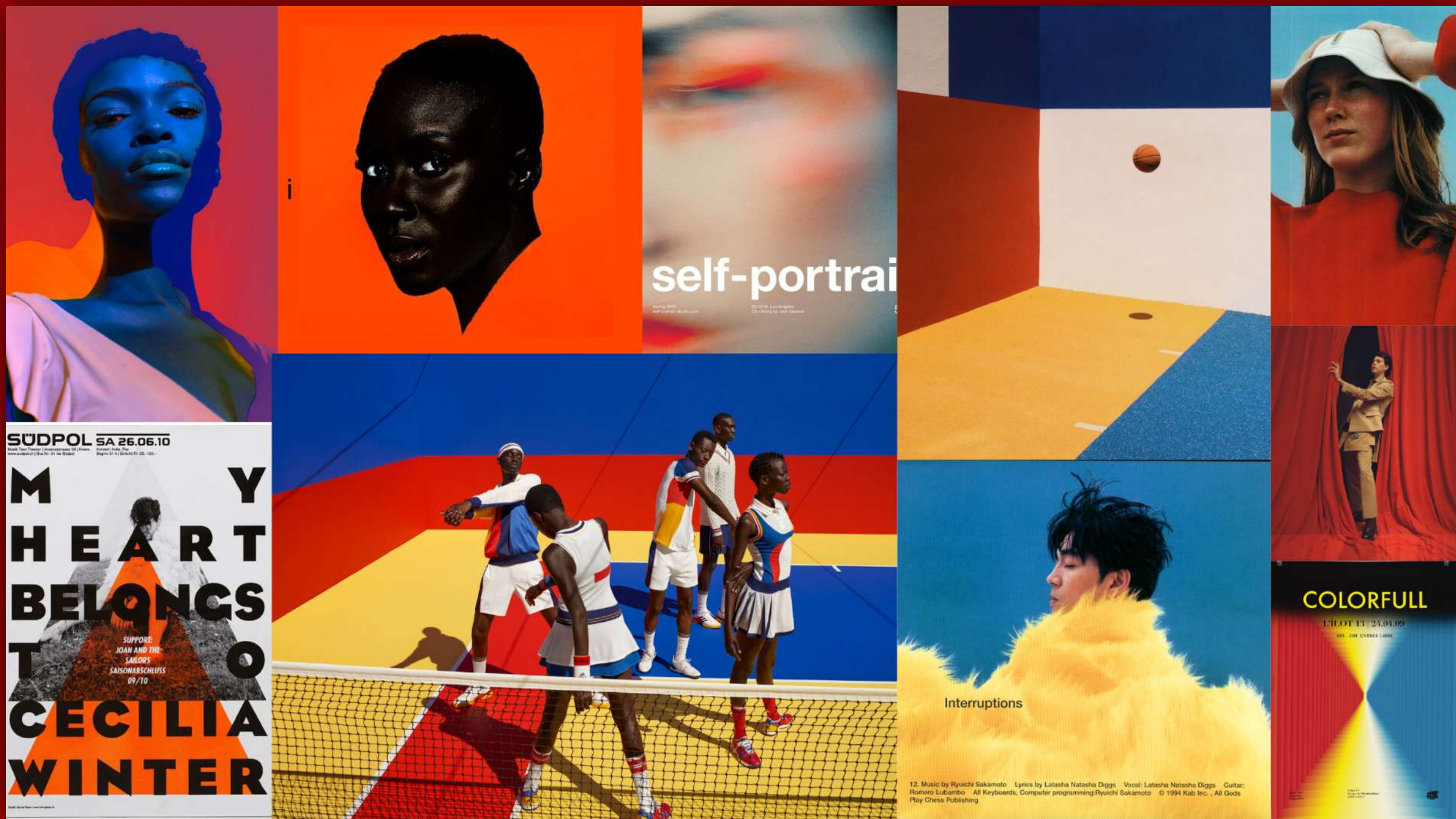
Should be accessible to all people, unlike some brands like Gucci. A brand that has universal appeal, like Uniqlo.

Stylish

Don't be like everyone else. We want to come off strong and avoid experiences users find typical or bland.

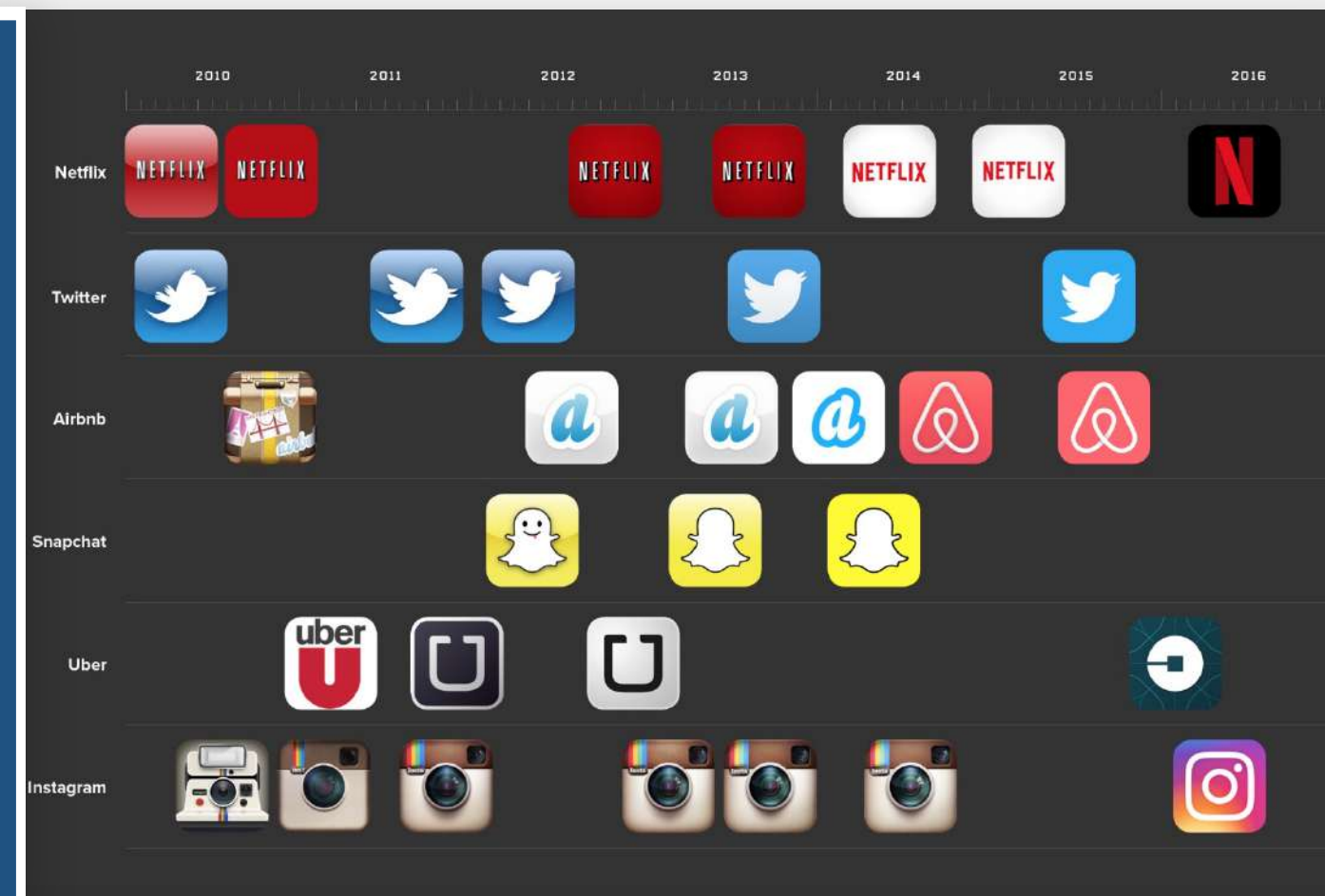
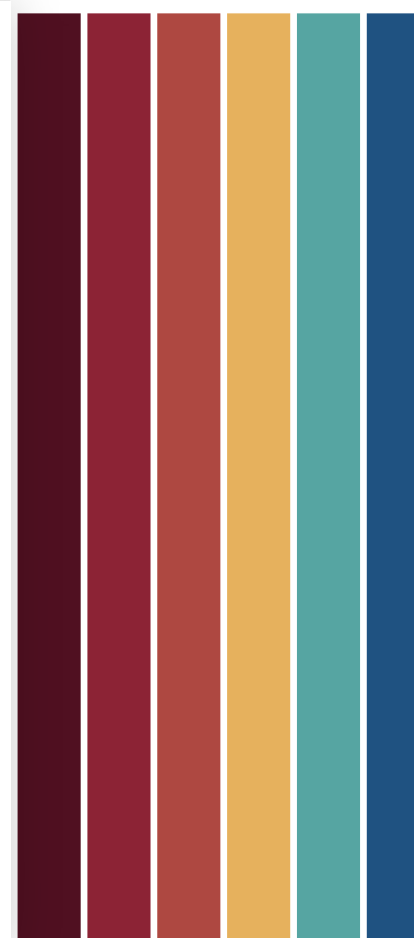
MOOD BOARD

I worked with the team to create a mood board to understand what kinds of imagery resonates with them and their brand.



BRAND COMPETITIVE ANALYSIS

I worked to create a brand blending the **elevated aesthetic** of fashion brands with the **flat design** of apps today. I also studied the palettes of fashion media, such as Vogue and Vanity Fair.

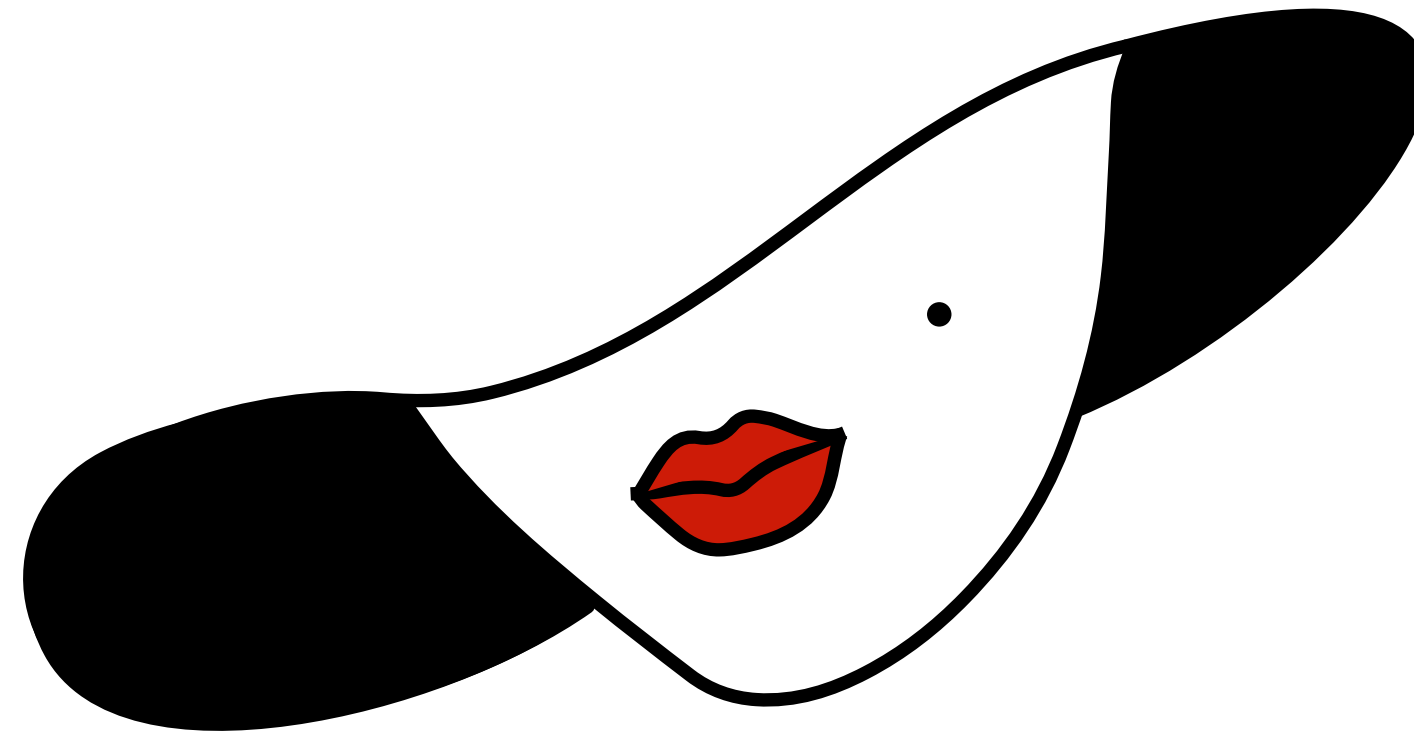


LOGO ITERATION

Because this brand would be primarily mobile, I wanted a logo that could become or succeed as an app icon.



FINAL LOGO



Modal



The final logo, logo font, and app icons that I created for Modal. The final brand stands out with strong lines and vibrant color.

VISUAL SYSTEM

An example of the visual system I created, communicating a stylish aesthetic that is also human-centric and accessible.



DESIGN SYSTEM

TYPOGRAPHY

Header · HK Grotesk Bold · #212121· 24pt

Six crazy kings vowed to abolish my quite pitiful jousts.

Body · HK Grotesk Regular · #212121· 16pt

A peep at some distant orb has power to raise and purify our thoughts like a strain of sacred music, or a noble picture, or a passage from the grander poets. It always does one good.

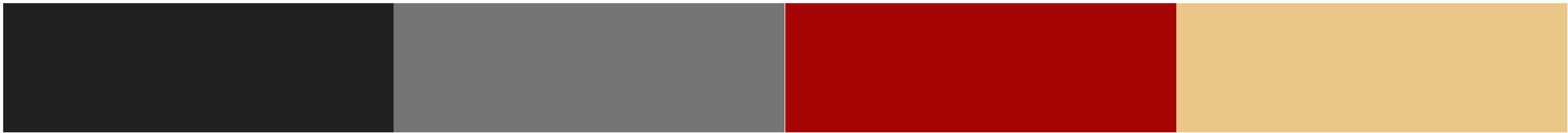
Description text · HK Grotesk Regular · #212121· 16pt

In 1992, Tim Berners-Lee circulated a document titled “HTML Tags,” which outlined just 20 tags, many of which are now obsolete or have taken other forms.

Caption text · HK Grotesk Regular · #757575· 16pt

The first surviving tag to be defined in the document, after the crucial anchor tag, is the paragraph tag. It wasn’t until 1993 that a discussion emerged on the proposed image tag.

PALETTE



#212121

#757575

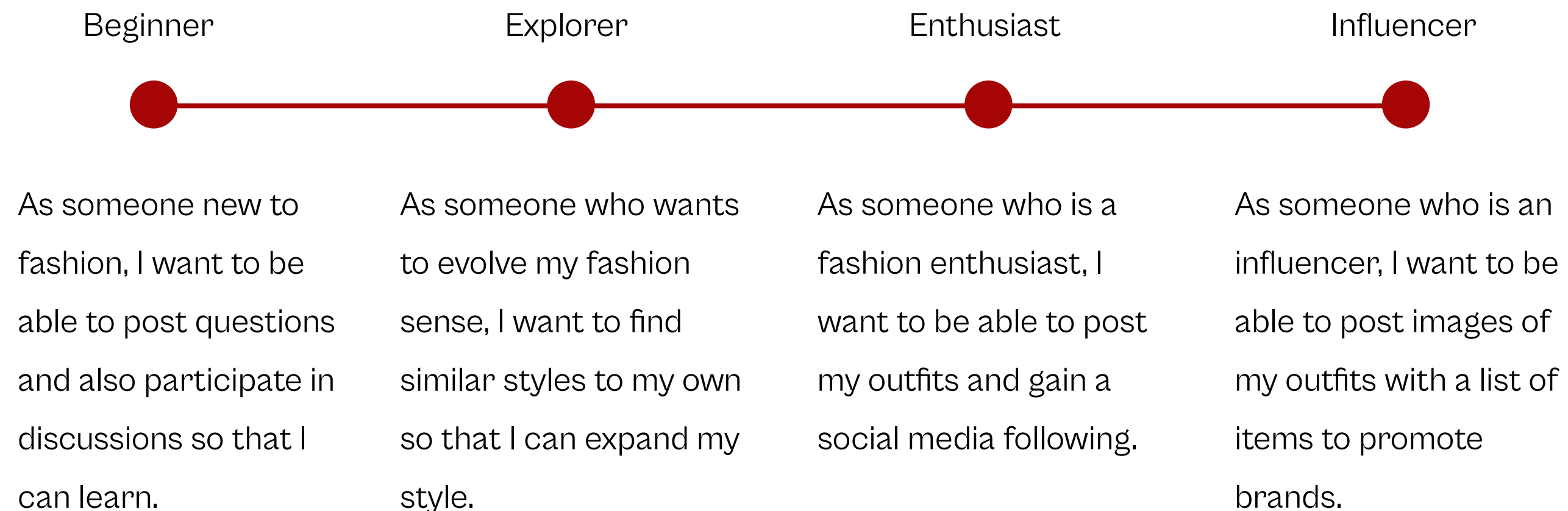
#a60505

#eac787

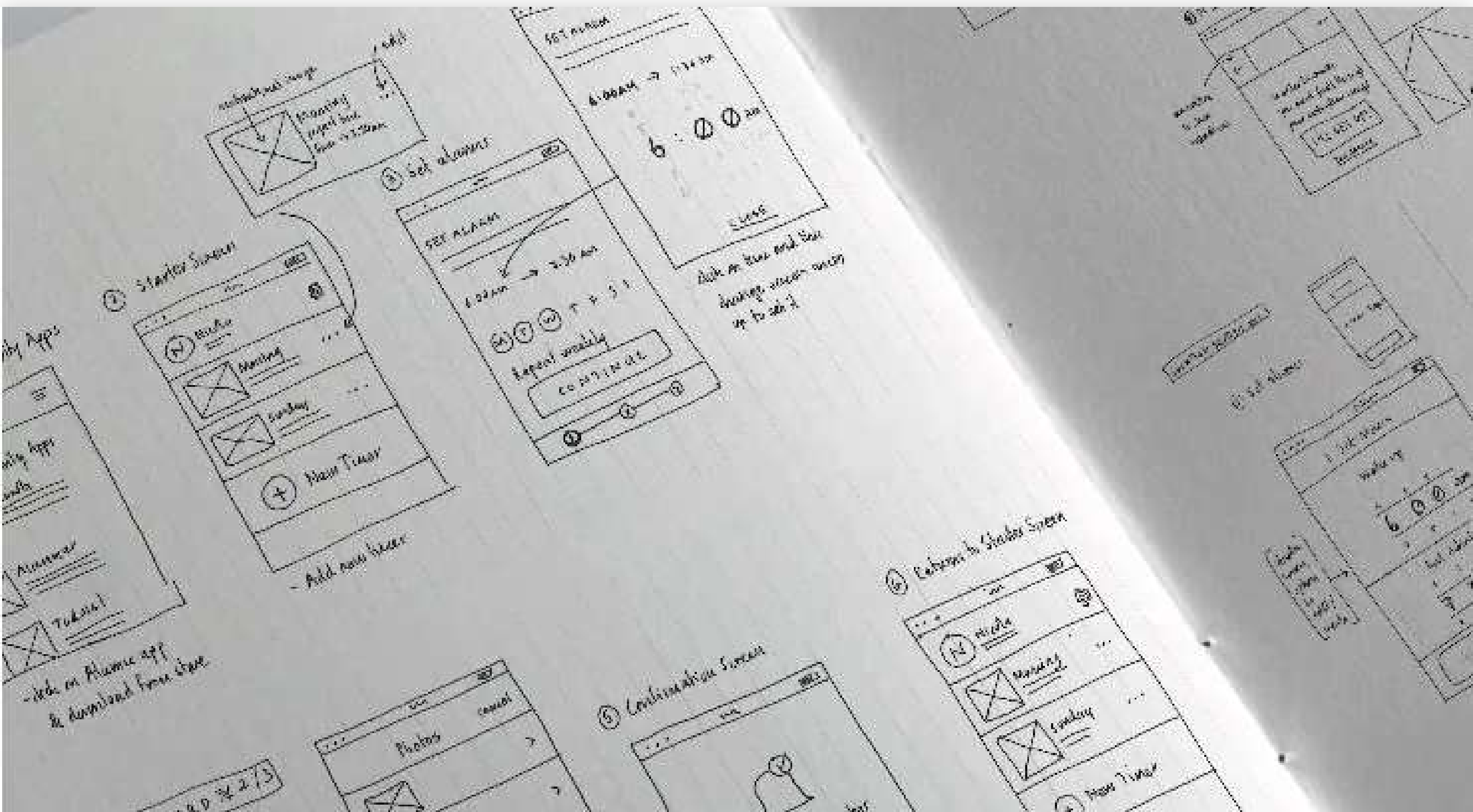
TARGET AUDIENCE

My interviews showed that the demographic most interested in Modal was **18-30 year olds**, both men and women.

USER STORIES

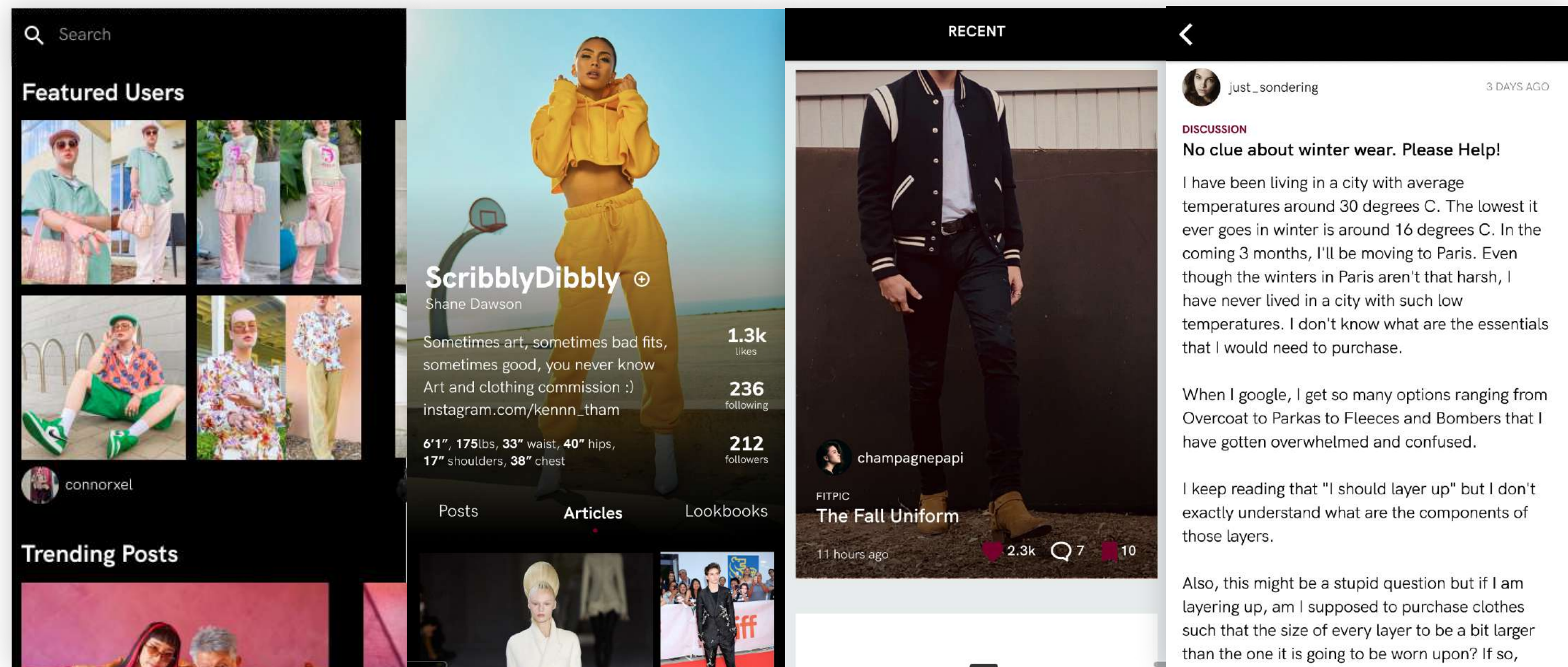


WIREFRAMES



DESIGN PROCESS


Wireframes that passed validation with other team members and alpha testers were made into higher fidelity mocks.




USER VALIDATION TESTING

Example: Two radically different feed layouts were tested, with different styles for image and text posts. Users preferred the one with the large text post, similar to Facebook's large text posts. I found that users spent more time looking at posts in this format.

Before



ScribblyDibbly



4

DISCUSSION


Haider Ackermann FW 20 Show Review

4 days ago

983

201

101



just_sondering

DISCUSSION

No clue about winter wear. Please Help!

I have been living in a city with average temperatures around 30 degrees C. The lowest it ever goes in winter is around 16 degrees C. In the coming 3 months, I'll be moving to Paris. Even though the winters in Paris aren't that h... See More


2 days ago


50

102

10

After






ScribblyDibbly

DISCUSSION

Haider Ackermann FW 20 Show Review

4 days ago



just_sondering

No clue about winter wear. Please Help!

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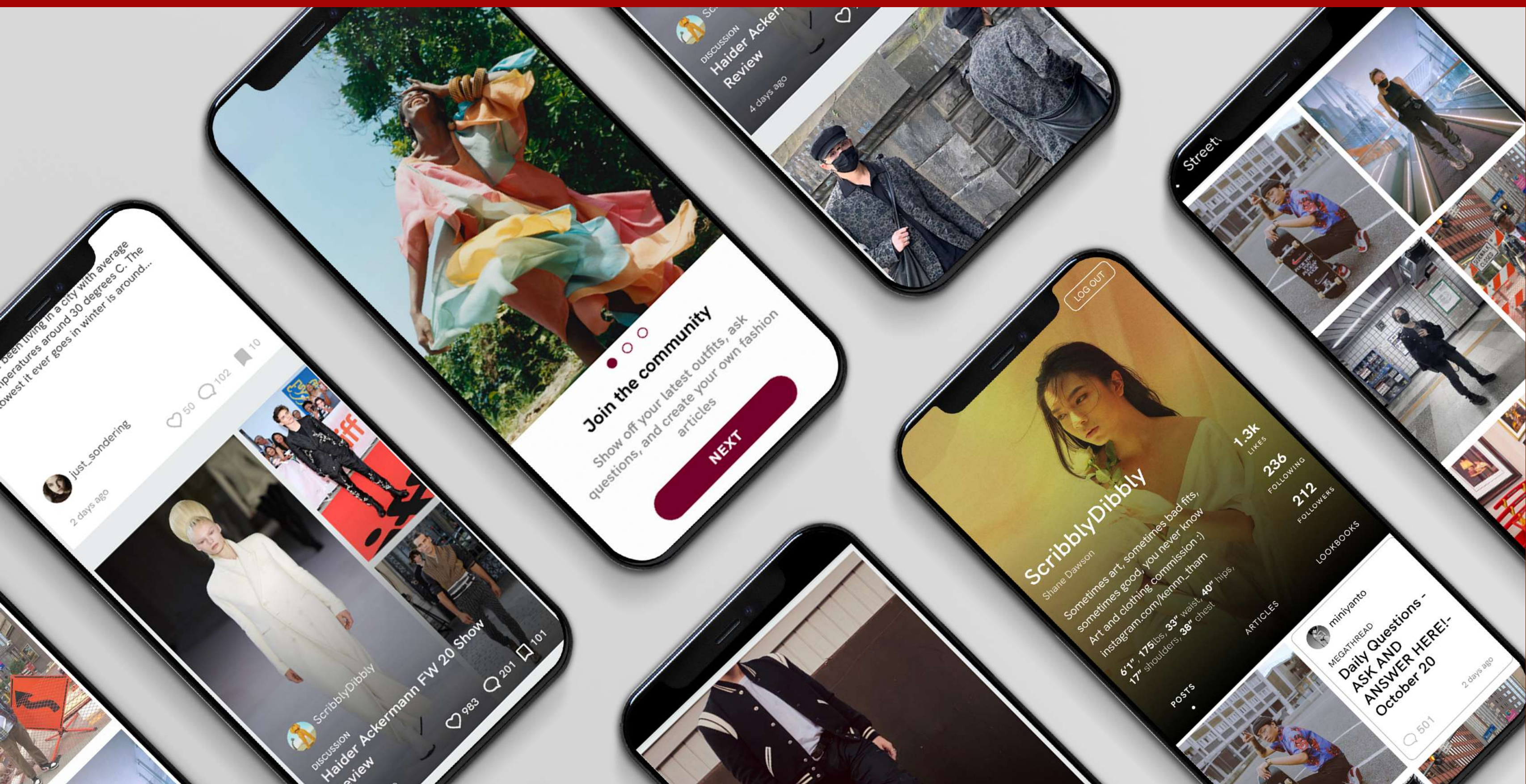
2 days ago

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102

10

FINISHED PRODUCT



The entire process from initial ideation to final screens took about 2 months to complete.

Post page - body content



champagnepapi

3 DAYS AGO

FITPIC

The Fall Uniform

As a variation on the leggings-esque trousers, some strict pencil skirts, which sported slashes from the thigh down and were worn with high-shine long boots.



Liked by 2.3k



7 comments



Saved to 10

Styles: Menswear, Casual, Streetwear

Button Up Shirt



Saint Laurent

Hibiscus Shirt

Leather Jacket



Allsaints

Cafe Racer Jacket

Denim



Acne Studios

Town Stay Cash
Black Denim

Che



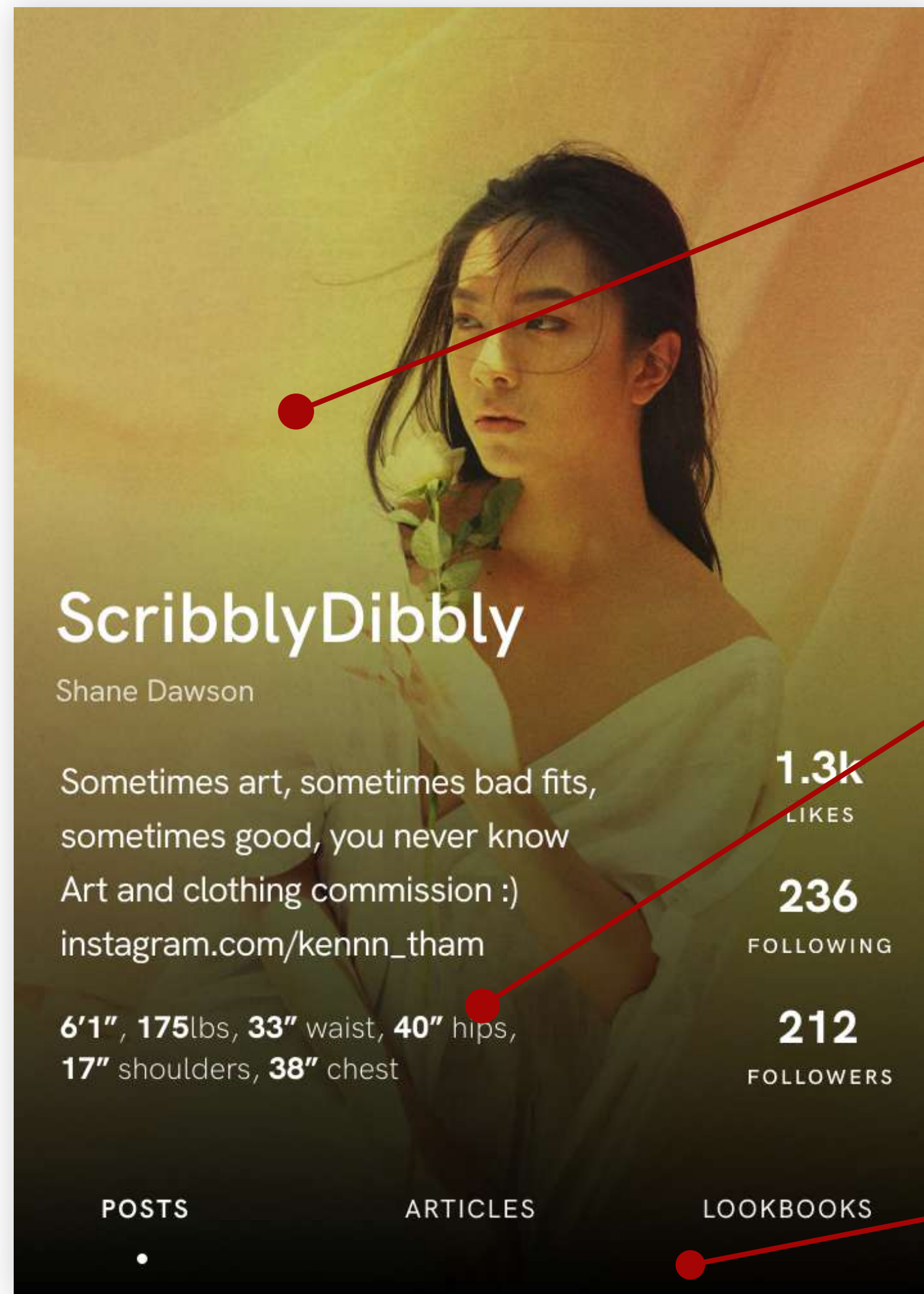
Sair

40m

Highly domain-specific metadata, to let users find posts by style or by item

Item brand and type metadata allows users to piece together outfits better, and also allows influencers to promote most individual items

Profile page



Fullscreen profile page to create a more immersive UX. Inspired by Tiktok's post page. Testing showed that this lead to more time spent on the profile page.

Users felt that images were not nearly as meaningful without measurements, an example of how domain-specificity fills a gap in the fashion app market.

Black gradient overlay to increase text color contrast and meet a11y guidelines.

“ [Thao] worked tirelessly throughout the process, from brainstorming ideas, to drafting initial sketches, to creating vector drawings, to iterating on feedback and perfecting every last detail. ”

— Modal business lead